

JOB DESCRIPTION			
JOB TITLE	Senior Manager – Refund Control		
DIVISION	Domestic Tax	DEPARTMENT	Compliance
REPORTS TO	Assistant Director General (DG) - Tax Compliance	SUPERVISES	Manager - Corporate Income Tax Refund Manager - Individual Income Tax Refund Manager - VAT Refund Control
JOB SUMMARY	The Senior Manager – Refund Control is responsible for accomplishing the TTRA’s objectives by managing staff, planning, and evaluating the Department’s activities to ensure compliance with the Income Tax and Allied Laws.		
JOB SPECIFICATION: QUALIFICATIONS AND EXPERIENCE			
EDUCATION REQUIREMENTS	<ul style="list-style-type: none"> M.Sc. in Management or Accounting or equivalent professional certification in Accounting such as ACCA or CPA 		
KNOWLEDGE REQUIREMENTS	<ul style="list-style-type: none"> Extensive knowledge of Customs and Excise Laws, Tax Laws, administrative rulings and tariff structures of Trinidad and Tobago 		
EXPERIENCE	<ul style="list-style-type: none"> Minimum of eight (8) years’ experience including at least five (5) years at the managerial level in tax assessments, auditing and or tax administration 		
OTHER	<ul style="list-style-type: none"> Any equivalent combination of education and experience 		
RESPONSIBILITIES AND ACCOUNTABILITIES			
<ul style="list-style-type: none"> Plans and directs work of Managers engaged in specific managerial responsibilities to ensure the effective execution of an operational plan. Oversees tax refund decisions. Accomplishes staff job results by: <ul style="list-style-type: none"> Developing the work plan for the Department Establishing Key Performance Indicators (KPIs) Appraising job results Training, coaching, and counseling employees Disciplining employees Identifying technical performance gaps and conducting the relevant training Ensures the completion of operations by: <ul style="list-style-type: none"> Establishing and monitoring work plans Monitoring productivity standards Resolving operations problems Ensuring the maintenance of reference manuals 			

- Ensures the maintenance of adequate statistical and accomplishment records of the Department(s).
- Prepares/provides direction to the preparation of Department reports including reports on responding to audit points to determine the efficacy of plans.
- Develops, coordinates, and enforces systems, policies, and procedures.
- Oversees the maintenance of a safe and healthy work environment by establishing and enforcing organisation standards and adhering to legal regulations.
- Controls Department's expenses by gathering and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions.
- Oversees the maintenance of quality service by enforcing quality and customer service standards, analysing, and resolving quality and customer service problems, and recommending system improvements.
- Interprets and explains the provisions of relevant ordinances to staff and taxpayers as they relate to the work of the Department.
- Meets with taxpayers to investigate complaints.
- Identifies weaknesses and loopholes in the administration of local Tax Laws and makes recommendations for their correction.
- Reviews reports of the Audit Team of refund queries or refund control visits and makes appropriate decisions and/or recommendations.
- Selects and reviews refund requests approved/denied by senior team members and documents findings.
- Reviews refund requests in respect of the larger companies to ensure compliance with the regulations.
- Prepares/ensures the completion of reports of all audits completed detailing compliance with local Tax Laws Departmental policies
- Reviews relevant refund approval requests in the system to determine the validity of the refund.
- Approves refund requests in accordance with approval levels (except VAT, no approval levels).
- Creates Refund Control Visits requests/Refund Queries in doubtful cases and takes appropriate action to stop payment until queries are investigated.
- Assigns to the user for the next level of approval, in cases where additional levels of approval are required.
- Documents details of all decisions taken.
- Represents the Department, as required.
- Remains updated on relevant tools, methodologies, and technology.
- Performs other job-related duties as required.